



# Welcome to your health plan

[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)





# We're glad you're here

Let's get set and get going with your Indiana PathWays for Aging plan so you can start using your health plan and benefits today.







## **Need help?**

Live chat with us anytime on  
[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)

Now that you're enrolled, get started with this

## quick checklist

-  **Find** your member ID card in this packet or contact us if you did not receive it.
-  **Create** your online account by visiting [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).
-  **Fill** your prescriptions. (If you are a Medicare member, you must bring your Medicare Part D ID card along with your Medicaid member ID card to the pharmacy.)
-  **Schedule** a checkup with your main doctor (primary medical provider, or PMP). If you need to update your PMP, you can do that in your online account.

# Manage your plan online

Once your account is created at [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid), you can go online to:

- View and share your digital ID card.
- Find or change your PMP (main doctor).
- Find a doctor, hospital, or specialist close by.
- Access care management that helps coordinate healthcare services.
- Manage your prescriptions. (If you are a Medicare member, you will manage your prescriptions under your Medicare Part D plan website).
- Chat with us live or send us secure messages.

You can also check the **Member Materials page** to view your member handbook and important information like:

- Any kind of care that might not be covered under Pathways.
- How to get approval for care before you receive it, costs you might have to pay, and how to submit a claim if needed.
- Pharmacy drug lists, updates, and how to ask for an exception if your prescription is not on our covered drug list. (If you are a Medicare member, this information can be found on your Medicare Part D plan website.)
- Your member rights and responsibilities and our privacy notice.



Visit [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) to access your account, view your member handbook, and find other important information.



### Three ways to register your account



①

Visit [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) and select Member Login.



sydney<sup>SM</sup>

②

Download the Sydney Health mobile app.



③

Scan the QR Code.

# Get to know your pharmacy benefits

For eligible members, prescription drugs, medical supplies, and over-the-counter items are covered and available through:

## A pharmacy that works with your plan

Use our Pharmacy Locator on the member website to find one.

## Home delivery

Sign up to have your prescriptions delivered to you at no additional cost.



To learn more, check out your member handbook or the Pharmacy Benefits page on the member website, **[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)**.

(If you are a Medicare member, this information can be found on your Medicare Part D plan website.)



## Need help?

Live chat with us anytime on **[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)**

# Where to go for care

## Primary medical provider

- Visit for a wellness checkup
  - Average wait time: 18 minutes
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## Urgent care

- Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed
  - Average wait time: 30 minutes
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## Emergency room

- Go to the nearest ER for concerns such as chest pain, trouble breathing, heart attack, or broken bones. **Call 911 if you feel your life may be in danger.**
- Average wait time for non-emergencies: 2–3 hours



Have questions for a nurse?  
Call 24/7 NurseLine at 833-412-4405 (TTY 711).

## Plan now for your care later

It's important for others to know how you feel about your healthcare, especially if you get hurt badly or become too sick to voice your own opinions.

That's where advance directives come in. An advance directive is a form you fill out and sign. You can get one from your PMP or by calling Member Services at the number on your member ID card.

## Have you moved? Has your phone number changed? It's important to let us know.

First, log in to your account at **fssabenefits.in.gov**. Then call **833-412-4405 (TTY 711)** to let us know what has changed.

## Want a printed copy of your member handbook or provider directory?

Log in to **anthem.com/inmedicaid** to request it through live chat or a secure message. Or, call us at **833-412-4405 (TTY 711)**.



### Need help?

Live chat with us anytime on  
**anthem.com/inmedicaid**



# Get set up with your doctor

Help your doctor learn about you and your medical history by scheduling a free checkup. You could even earn Healthy Rewards for the visit.

To find other medical care near you — even if you're away from home — use the Find a Doctor tool to search for primary care, behavioral health, and other doctors, specialists, and hospitals in your plan.

[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)



## Need a ride to your appointment?

Learn more about your transportation benefits included in your PathWays plan at [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) or by calling **844-772-6632 (TTY 888-238-9816)**.

## Complete your Health Needs Screening.

The Health Needs Screening is a series of questions that helps us understand your health needs. Plus, you can earn up to \$30 in Healthy Rewards if you complete it within 90 days of enrollment.

Your care coordinator and/or service coordinator will help you complete this screening.



## Learn all about your benefits

Find a list of all your benefits, services, resources, and more in the member handbook or the member website, [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).

Limits and restrictions apply. Benefits may change.

**Now that you're with Anthem, you're getting all the PathWays benefits:**

- Doctor and hospital visits
  - Preventive care for annual checkups, mammograms, shots, and more
  - Health education with emotional and behavioral health services
- 

**You also have benefits to help you focus on what matters most to you such as living in a setting of your choice. For instance, you could receive:**

- Care coordination and/or service coordination support: One-on-one help for conditions and services that require special care and providers
  - Dental and vision services
  - Home visits, telehealth services, and housing support
  - Extra support for caregivers
- 

**There are also benefits you might be surprised to know about, like:**

- Healthy food delivered to your door
- Home comfort and safety supplies
- Memory and mental health resources



Go to the Benefit Reward Hub at [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) and learn how to earn rewards for using your benefits.



Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711**.

¿Necesita ayuda con su cuidado médico, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos gratuitamente al **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711**.

*Spanish*

هل تحتاج لمساعدة فيما يتعلق برعايتك الصحية أو تحتاج للحديث معنا أو قراءة ما نرسله لك؟ نوفر المواد الإرشادية بلغات وصيغ أخرى، دون أي تكلفة عليك. اتصل بنا على الرقم المجاني **6131-408-866** (Hoosier Healthwise, Healthy Indiana Plan)؛ **1797-284-844** (Hoosier Care Connect)؛ **4405-412-833** (Indiana PathWays for Aging)؛ **TTY 711**.

*Arabic*

သင့်ကျန်းမာရေးစောင့်ရှောက်မှုနှင့် ပတ်သက်၍ဖြစ်စေ၊ ကျွန်ုပ်တို့နှင့် ဆွေးနွေးရာတွင်ဖြစ်စေ၊ ကျွန်ုပ်တို့ပို့လိုက်သည့် စာကို ဖတ်ရှုရာတွင်ဖြစ်စေ အကူအညီလိုအပ်ပါသလား။ ကျွန်ုပ်တို့၏အချက်အလက်စာရွက်စာတမ်းများကို အခြားဘာသာစကားများ၊ ပုံစံများဖြင့် သင့်အတွက် အခမဲ့ ပံ့ပိုးပေးပါသည်။ **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711** တွင် ကျွန်ုပ်တို့ထံ အခမဲ့ ဖုန်းခေါ်ဆိုပါ။

*Burmese*

您在健康護理方面、與我們交流或閱讀我們寄送的資料時是否需要幫助？我們以其他語言和格式提供我們的資料，您無需支付任何費用。請撥打免費電話聯絡我們：**866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan)；**844-284-1797** (Hoosier Care Connect)；**833-412-4405** (Indiana PathWays for Aging)；**TTY 711**。

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*Chinese*

Hebt u hulp nodig bij uw gezondheidszorg, om met ons te praten of bij het leesmateriaal dat we u sturen? We verstrekken onze materialen in andere talen en indelingen zonder extra kosten voor u. Bel ons gratis op **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711**.

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*Dutch*

Avez-vous besoin d'aide pour vos soins de santé, pour communiquer avec nous ou pour lire les documents que nous vous envoyons ? Nous mettons gratuitement à votre disposition nos documents dans d'autres langues et formats. Appelez-nous gratuitement au **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan) ; **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging) ; **TTY 711**.

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*French*

Benötigen Sie Hilfe bezüglich Ihrer Gesundheitsversorgung, möchten Sie mit uns sprechen oder haben Sie Probleme, die von uns zugesandten Materialien zu lesen oder zu verstehen? Wir stellen unsere Materialien kostenfrei in anderen Sprachen und Formaten bereit. Rufen Sie uns gebührenfrei an unter **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan), **844-284-1797** (Hoosier Care Connect), **833-412-4405** (Indiana PathWays for Aging), **TTY 711**.

*German*

क्या आपको अपनी स्वास्थ्य देखभाल, हमसे बातचीत करने या हमारी ओर से भेजी गई चीजों को पढ़ने में मदद चाहिए? हम अपनी सामग्री आपको दूसरी भाषाओं और फॉर्मेट में मुफ्त उपलब्ध कराते हैं। हमें टोल फ्री नंबर **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711** पर फ़ोन करें।

*Hindi*

ヘルスケアの受診、ご相談時の会話、配布物の読解にお困りではありませんか？当院では無料の翻訳版資料をご用意しております。フリーダイヤルへお電話ください：**866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711**.

*Japanese*

의료 서비스, 당사와의 소통 또는 당사에서 보내는 자료 읽기와 관련해 도움이 필요하십니까? 자료를 다른 언어 및 형식으로 무료로 제공해드립니다. 수신자 부담 전화 **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan), **844-284-1797** (Hoosier Care Connect), **833-412-4405** (Indiana PathWays for Aging), **TTY 711**으로 연락하십시오.

*Korean*

Brauchscht du Hilf fer Care griege, fer schwetze mit uns, odder fer Schtofft lese as mer dich schicke? Mir gewwe dich uffgschriwwener Schtofft in differnti Schprooche un Formats unni as es dich ennich eppes koschte zellt. Ruf uns uff fer nix an die **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711**.

*Pennsylvania  
Dutch*

ਕੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਹੈਲਥ ਕੇਅਰ, ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ, ਜਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਜੋ ਸਮੱਗਰੀ ਭੇਜਦੇ ਹਾਂ ਉਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ? ਅਸੀਂ ਤੁਹਾਨੂੰ ਆਪਣੀ ਸਮੱਗਰੀ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਬਗ਼ੈਰ ਕਿਸੇ ਖਰਚੇ ਦੇ ਮੁਹੱਈਆ ਕਰਾਉਂਦੇ ਹਾਂ। ਸਾਨੂੰ

**866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect);

**833-412-4405** (Indiana PathWays for Aging); **TTY 711**  
'ਤੇ ਟੋਲ ਫ੍ਰੀ ਕਾਲ ਕਰੋ।

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*Punjabi*

Вам нужна помощь в получении медицинских услуг, вы хотите поговорить с нами или не можете прочитать присланные вам материалы? Наши материалы можно бесплатно получить на других языках и в другом формате. Позвоните нам по бесплатному телефону **866-408-6131**

(Hoosier Healthwise, Healthy Indiana Plan);

**844-284-1797** (Hoosier Care Connect); **833-412-4405**  
(Indiana PathWays for Aging); **TTY 711**.

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*Russian*

Kailangan mo ba ng tulong sa iyong pangangalagang pangkalusugan, sa pakikipag-usap sa amin, o sa pagbabasa ng mga ipinadala namin sa iyo? Ibinibigay namin ang aming mga materyales sa iba pang wika at format nang wala kang babayaran. Tumawag sa amin nang libre sa

**866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect);

**833-412-4405** (Indiana PathWays for Aging); **TTY 711**.

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*Tagalog*

Quý vị có cần trợ giúp về dịch vụ chăm sóc sức khỏe, trao đổi với chúng tôi hoặc đọc những tài liệu mà chúng tôi gửi cho quý vị không? Chúng tôi cung cấp miễn phí cho quý vị các tài liệu của chúng tôi bằng các ngôn ngữ và định dạng khác. Hãy gọi cho chúng tôi theo số điện thoại miễn phí **866-408-6131**

(Hoosier Healthwise, Healthy Indiana Plan);

**844-284-1797** (Hoosier Care Connect); **833-412-4405**  
(Indiana PathWays for Aging); **TTY 711**.

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*Vietnamese*





Anthem follows federal civil rights laws. We don't discriminate against people because of their:

- Race
- Color
- National origin
- Age
- Disability
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

### **Communicating with you is important**

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you speak

To get these services, call the Member Services number on your ID card. Or you can call our Grievance Coordinator at

**866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan);

**844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana

PathWays for Aging); **TTY 711**.

## Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail or phone:

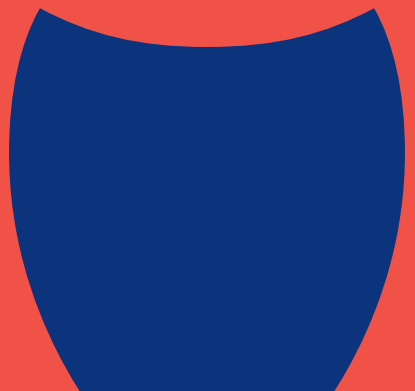
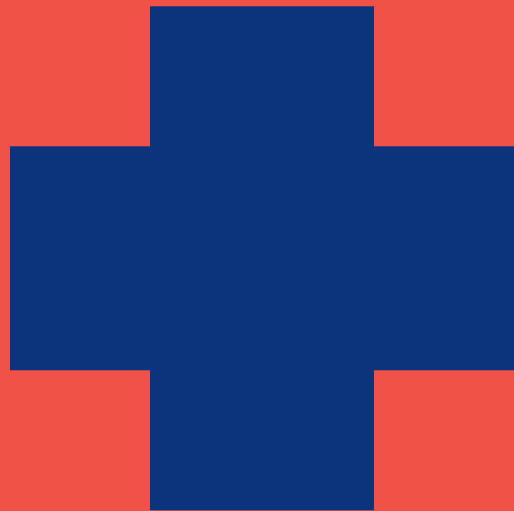
Anthem Blue Cross and Blue Shield  
Member Appeals and Grievances  
P.O. Box 62429  
Virginia Beach, VA 23466

Phone: **866-408-6131 (TTY 711)** (Hoosier Healthwise;  
Healthy Indiana Plan)  
**844-284-1797 (TTY 711)** (Hoosier Care Connect)  
**833-412-4405 (TTY 711)** (Indiana PathWays for Aging)

**Need help filing?** Call our Grievance Coordinator at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the web:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)
- **By mail:** U.S. Department of Health and Human Services  
200 Independence Ave. SW  
Room 509F, HHH Building  
Washington, DC 20201
- **By phone:** **800-368-1019 (TTY/TDD 800-537-7697)**

For a complaint form, visit [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).





**[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) | 833-412-4405 (TTY 711)**

Monday through Friday from 8 a.m. to 8 p.m. Eastern time

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**Need help?** Live chat with us anytime on  
[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)

Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

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